

**INFORMATIONAL LETTER NO. 2135-MC-FFS**

**DATE:** May 27, 2020

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC) and Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** EDI Support Services (EDISS) Gateway Transition

**EFFECTIVE:** October 1, 2020

EDISS is working to transition all Iowa Medicaid Managed Care Organization (MCO) encounter transactions, FFS web portal users and all existing Iowa Medicaid web portal functionality out of the legacy EDI Gateway. This Gateway transition is scheduled to take place between August and October of 2020.

During this transition, EDISS has the goal of minimizing the impact on Iowa Medicaid providers while strategically advancing technologies available to providers. Below are breakdowns of what you will need to know about this transition and its impact to you.

**Registration**

EDISS will not require any additional forms or re-registration for this transition. All existing submitters and their associated transactions will be migrated into the new gateway via automated processes.

EDISS will require submitters who utilize the legacy web portal to verify their EDISS Connect account profile FAX number and email address. These values will be used for production credential distribution and password resets. To verify this information is up to date, please log into [EDISS Connect](https://connect.edissweb.com/)<sup>1</sup>.

If the email address tied to your Connect account profile is used across multiple profiles, EDISS encourages you to identify unique addresses for each EDISS Connect account profile.

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<sup>1</sup> <https://connect.edissweb.com/>

The registration process for Additional Access users for the web portal will also be changing. EDISS Connect will be leveraged for this registration process moving forward. More information and documentation will be shared as the transition efforts continue.

All current submitters will be transitioned into the new Gateway based on the combination of submitter type and transaction type.

Based off of the submission methods and functionality involved, this transition will be a hard cutover:

Task	Start	Finish	Summary of Phase:
Gateway Pilot	TBD	TBD	The Pilot Group, a subset of MCOs and Web Portal users, will conduct initial production submissions as BETA testers.
MCO/Encounter Cutover	TBD	October 1, 2020	All MCO/Encounter transactions will be moved out of the legacy gateway. Legacy credentials will be terminated on October 1, 2020.
Web Portal Cutover	TBD	October 1, 2020	All Web Portal Users and corresponding functionality will be moved out of the legacy gateway. Legacy credentials will be terminated on October 1, 2020

## Web Portal User Specific Changes

Web Portal (Asynchronous) connectivity for batch and real-time transactions will continue to be supported in the new processing solution.

The look and feel of the new portal will be different, but EDISS is working to keep the core functionality and output to submitters the same. EDISS will compile new user guides to assist with navigating the updated portal. EDISS will communicate where and when these new guides become available.

At this time, the existing URL of <https://ime-ediss5010.noridian.com> should remain the same.

Below are changes for which submitters will have to account:

- User Credential change-
  - All web portal users will be provided new logins and passwords for the new IME Web Portal.
  - Below are the password requirements for the new web portal:
    - At least eight characters, maximum of sixteen;
    - At least one upper-case letter;
    - At least one lower-case letter;
    - At least one number;
    - At least one special character (\$, #, \*, -, or \_). Do not use & or +;
    - The use of dictionary names or words as passwords is prohibited;
    - The same password cannot be reused for six generations;
    - Maximum Sequential Repeat: 2 (e.g., LL or GG or 00 is the max of repeats of a character allowed);
    - Maximum characters from previous password: 4.

### **MCO/Encounter Submitter Changes**

MCOs and Encounter submitters will also be impacted by this transition. Below are items all MCO/Encounter submitters will need to account for.

- IP Address Change – The EDISS Production IP address and port will change for your organization.
  - The new IP address and port needed are: [tibco.nordian.com](http://tibco.nordian.com) (199.253.134.244)/Port 9122.
    - EDISS may require your organization to verify source IP addresses during this transition.
  - This transition will also open a new testing environment. Needed details can be shared with MCO/Encounter submitters later.
- Scripting Adjustments:
  - Directory structure for SFTP users will be different from our current processing solution.
    - New Submitter path for file submission:  
**/outbox/X12/Inbound/EDI/Interchange.**
    - New Submitter path for file retrieval:  
**/inbox/EZComm/EDI/Outbound/Interchange.**
    - Compressed or Zipped files will need to be submitted to a different directory than standard X12 files.
      - Path to compressed file submission:**/outbox/EZComm/Inbound/EDI/Interchange.**
  - The EDISS Call Center will need to be contacted to re-queue a report or file for a second retrieval.

- Outbound file names will be changing. These changes are outlined under the Transactional Changes section of this document.
- User Credentials:
  - MCO/Encounter usernames/submitter ids will still require a dividing character, but it will be a '/' instead of '@'.
  - All submitters with current EDISS production credentials will be provided new passwords for the new gateway.
- Password Change Process Adjustment:
  - New gateway credentials will expire every 60 days. It will be vital for your facility to understand this requirement and work to ensure these are updated on time.
    - **Note:** EDISS is aware this is a change from the legacy system, but the password change management process is a well-defined and reliable process in the new gateway.
  - Submitters who do not script password changes can utilize the following password management website: <https://accountmgt2.edissweb.com/>.
  - Below are the password requirements for the new web portal:
    - At least eight characters, maximum of sixteen;
    - At least one upper-case letter;
    - At least one lower-case letter;
    - At least one number;
    - At least one special character (\$, #, \*, -, or \_). Do not use & or +;
    - The use of dictionary names or words as passwords is prohibited;
    - The same password cannot be reused for six (6) generations;
    - Maximum Sequential Repeat: 2 (e.g., LL or GG or 00 is the max of repeats of a character allowed);
    - Maximum characters from previous password: 4.

## Transactional Changes

Regardless of connectivity/submission method to EDI, all electronic submitters will have to adjust for specific transactional changes occurring with the Gateway transition. These changes will be updated in the EDISS Companion guides soon. Transactional changes listed below may not have an impact on your organization.

- ISA05/ISA07 Qualifier Restriction:
  - EDISS has defined ZZ, 01, 27, 28 and 29 as allowed values for these data elements.
- Defined ISA08 Values:
  - Submitters currently have set values that should be sent in the ISA08 based on Line of Business, for Iowa Medicaid, they should be 18049 or 33477.
- TA1 reports that generate with errors will deliver to submitters regardless of ISA14 sent in an electronic file.
- Elimination of the TRN Transaction:

- The TRN is not a standard HIPAA report. To align with industry standards EDISS will not be returning this moving forward.

Outbound file naming conventions will be changing. The below table provides an overview of those changes:

Batch	Naming Convention
Partner File	<OriginalFileFromPartner>
TA1	<Two Part UniqueID>_<OriginalFileFromPartner>_TA1.edi
999	< Two Part UniqueID >_<OriginalFileFromPartner>_999.edi
277CA	< Two Part UniqueID >_<OriginalFileFromPartner>_277CA.edi
271	< Two Part UniqueID >_<SourceFileFromPayer>_File#_271.edi
277	< Two Part UniqueID >_<SourceFileFromPayer>_File#_277.edi
835	< Two Part UniqueID -hhmmssnn>_<5010835IME>_File#_835.edi

## External Documentation

All external documentation relevant to the EDISS Gateway Update will be stored on the [EDISS Gateway Transition page](#)<sup>2</sup> during this transition as they become available.

If you have questions, please contact EDISS support at 1-800-967-7902.

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<sup>2</sup> <http://www.edissweb.com/transition/>